

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

In the Matter of:

Boles Post Office
Boles, Arkansas

Docket No. A2012-37

UNITED STATES POSTAL SERVICE NOTICE OF FILING OF ADDENDUM
(December 16, 2011)

The Postal Service hereby gives notice of the filing of an addendum, Item No. 52, to the administrative record supporting the Final Determination to Close the Boles, MS Post Office and Continue to Provide Service by Highway Contract Route Service and an updated index of the administrative record. Item No. 52 was added to the official administrative record on December 14, 2011 in an effort to clarify certain details in Item Nos. 17, 42, and 47. The Postal Service submits that the filing of Item No. 52 clarifying the administrative record should not prejudice any party in this proceeding.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

Anthony F. Alverno
Chief Counsel, Global Business & Service
Development

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December 16, 2011

BOLES Docket: 1355351 - 72926

BOLES Docket: 1355351 - 72926			
Item		Document	
1.	Request/approval to study for discontinuance (05/04/2011)	<input checked="" type="checkbox"/>	
2.	Notice (if appropriate) to Headquarters of suspension	<input checked="" type="checkbox"/>	
3.	Notice (if appropriate) to customers/district personnel of suspension	<input checked="" type="checkbox"/>	
4.	Highway map with community highlighted (05/06/2011)	<input checked="" type="checkbox"/>	
5.	Eviction notice (if appropriate) (05/06/2011)	<input checked="" type="checkbox"/>	
6.	Building inspection report and original photos of building deficiencies (if appropriate) (05/27/2011)	<input checked="" type="checkbox"/>	
7.	Post Office and community photos (05/27/2011)	<input checked="" type="checkbox"/>	
8.	PS Form 150, Postmaster Workload Information (05/31/2011)	<input checked="" type="checkbox"/>	
9.	Worksheet for calculating work service credit (05/27/2011)	<input checked="" type="checkbox"/>	
10.	Window transaction record (05/27/2011)	<input checked="" type="checkbox"/>	
11.	Record of incoming mail (05/21/2011)	<input checked="" type="checkbox"/>	
12.	Record of dispatched mail (05/21/2011)	<input checked="" type="checkbox"/>	
13.	Administrative postmaster/OIC comments (05/07/2011)	<input checked="" type="checkbox"/>	
14.	Inspection Service/local law enforcement vandalism reports (05/10/2011)	<input checked="" type="checkbox"/>	
15.	Post Office fact sheet (08/26/2011)	<input checked="" type="checkbox"/>	
16.	Community fact sheet (05/27/2011)	<input checked="" type="checkbox"/>	
17.	Alternate service options/cost analysis (05/27/2011)	<input checked="" type="checkbox"/>	
18.	Form 4920, Post Office Fact Sheet (08/26/2011)	<input checked="" type="checkbox"/>	
19.	Reccomendation and Service Replacement Type (06/01/2011)	<input checked="" type="checkbox"/>	
20.	Questionnaire instruction letter to postmaster/OIC (06/16/2011)	<input checked="" type="checkbox"/>	
21.	Cover letter, questionnaire, and enclosures (06/02/2011)	<input checked="" type="checkbox"/>	
22.	Returned customer questionnaires and Postal Service response letters (06/02/2011)	<input checked="" type="checkbox"/>	
23.	Analysis of questionnaires (08/26/2011)	<input checked="" type="checkbox"/>	
24.	Community meeting roster (06/16/2011)	<input checked="" type="checkbox"/>	
25.	Community meeting analysis (06/16/2011)	<input checked="" type="checkbox"/>	

26.	Community meeting letter (06/02/2011)	<input checked="" type="checkbox"/>	
27.	Petition and Postal Service response letter (if appropriate) (01/01/1900)	<input checked="" type="checkbox"/>	
28.	Congressional inquiry and Postal Service response letter (if appropriate) (06/06/2011)	<input checked="" type="checkbox"/>	
29.	Proposal checklist (08/26/2011)	<input checked="" type="checkbox"/>	
30.	District notification to Government Affairs (06/22/2011)	<input checked="" type="checkbox"/>	
31.	Instructions to postmaster/OIC to post proposal (06/21/2011)	<input checked="" type="checkbox"/>	
32.	Invitation for comments exhibit (06/22/2011)	<input checked="" type="checkbox"/>	
33.	Proposal exhibit	<input checked="" type="checkbox"/>	
34.	Comment form exhibit (06/21/2011)	<input checked="" type="checkbox"/>	
35.	Instructions for postmaster/OIC to remove proposal (08/24/2011)	<input checked="" type="checkbox"/>	
36.	Round-date stamped proposals and invitations for comments from affected offices (08/25/2011)	<input checked="" type="checkbox"/>	
37.	Notification of taking proposal and comments under internal consideration (08/24/2011)	<input checked="" type="checkbox"/>	
38.	Proposal comments and Postal Service response letters (08/25/2011)	<input checked="" type="checkbox"/>	
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()	<input checked="" type="checkbox"/>	
40.	Proposal Analysis of comments (08/26/2011)	<input checked="" type="checkbox"/>	
41.	Revised proposal (if appropriate) (08/26/2011)	<input checked="" type="checkbox"/>	
42.	Updated PS Form 4920 (if appropriate) (08/26/2011)	<input checked="" type="checkbox"/>	
43.	Certification of record (08/26/2011)	<input checked="" type="checkbox"/>	
44.	Log of Post Office discontinuance actions (08/26/2011)	<input checked="" type="checkbox"/>	
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (09/07/2011)	<input checked="" type="checkbox"/>	
46.	Headquarters' acknowledgment of receipt of record (09/11/2011)	<input checked="" type="checkbox"/>	
47.	Final determination transmittal letter from Headquarters (09/26/2011)	<input checked="" type="checkbox"/>	
48.	Instruction letter to postmaster/OIC on posting (09/29/2011)	<input checked="" type="checkbox"/>	
49.	Round-date stamped final determination cover sheets ()	<input checked="" type="checkbox"/>	
50.	Postal Bulletin Post Office Change Announcement ()	<input type="checkbox"/>	
51.	Vice president, Delivery and Retail, instruction letter (09/26/2011)	<input checked="" type="checkbox"/>	
52.	Memo to the Record & corrected FD (12/14/2011)	<input checked="" type="checkbox"/>	

ARKANSAS DISTRICT



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December 14, 2011

MEMO TO RECORD

SUBJECT: Boles, AR Post Office Record Corrections

After review of the Administrative Record for the discontinuance of the Boles, AR Post Office, the following information is added to clarify certain factual statements. The information below is organized by the Item number corresponding to the Administrative Record.

Item No. 17

Item No. 17 does not contain any data in the Highway Contract Route Cost Analysis Form. The data should be updated to reflect that there will be an estimated annual cost of \$5,032.96 for alternative service.

Item No. 42

Question 16a of Item No. 42 indicates that the annual lease cost is \$5,100. This should be corrected to state that the annual lease cost is \$4620.

Item No. 47

As a result of the corrections in Item Nos. 17 and 42, the Economic Savings section of Item No. 47 should be revised to reflect an annual lease cost of \$4,620 (Annual Lease Cost), an annual HCR replacement cost of \$5,032 (Less Annual Cost of Replacement Service line item), and a one-time CBU installation cost of \$7,568 (Other Factors), for a total annual savings of \$43,867.

A handwritten signature in cursive script, appearing to read "Jackie M. Stubitsch".

Jackie M. Stubitsch
Discontinuance Coordinator
420 Natural Resources Drive
Little Rock, AR 72205-9321
Office: 501-228-4231
Fax: 650-577-5059

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: BOLES

Office Zip+4: 72926 -9998

District: ARKANSAS PFC

1. Enter the number of additional
boxes to be added to the route 52 x 3.64 hours per year 189.28

2. Enter the number of additional
miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 189.28

3. Enter the HCR hourly rate
(Contact Area Manager, Purchasing/Contracting
Officer) 26.59

Total additional compensation (HCR hourly rate x total time added to the route) 5,032.96

Rural Route Cost Analysis Form**Rural Route Carrier
Estimated Cost for Alternative Replacement Service**

Office Name: BOLES
 Office Zip+4: 72926 -9998 District: ARKANSAS PFC

1. Enter the number of additional boxes to be added to the rural route 0

2. Enter the number of additional miles to be added to the route 0.00
 Enter the volume factor 0.00

Total (additional boxes x volume factor) 0.00

3. Enter the number of additional boxes to be added to the rural route 0
 Centralized boxes 0.00 x 1.00 Min 0.00
 Regular L route boxes 0.00 x 1.82 Min 0.00
 Regular Non-L route boxes 0.00 x 2.00 Min 0.00

Total additional box allowance 0.00

4. Enter the number of additional daily miles to be added to the rural route 0.00 x 12 Mileage Standard 0.00

Total additional minutes per week
 (miles carried to two decimal places) 0.00

5. Total additional annual minutes (additional minutes per week year) 0.00 x 52 Weeks 0.00

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 0.00 / 60 Minutes 0.00

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) 0.00

Total Annual Cost (additional annual hours x rural cost per hour) 0.00

8. Enter lock pouch allowance (if applicable) 0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 0.00

Date of Posting: 09/29/2011

Date of Removal: 10/31/2011

FINAL DETERMINATION TO CLOSE
THE BOLES, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on May 01, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This office is vacant and earns 2.0 hours daily

The Boles Post Office, an EAS-11 level, provides service from 07:00 - 13:00 - 13:30 - 15:15 Monday - Friday , 07:30 - 10:45 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 52 post office box or general delivery customers and 233 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$12,650 (33 revenue units) in FY 2008; \$11,508 (30 revenue units) in FY 2009; and \$13,351 (35 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 14, 2011, representatives from the Postal Service were available at Boles Community Center to answer questions and provide information to customers. 39 customer(s) attended the meeting.

On June 02, 2011, 285 questionnaires were distributed to delivery customers of the Boles Post Office. Questionnaires were also available over the counter for retail customers at the Boles Post Office. 76 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable, 37 unfavorable, and 18 expressed no opinion.

One congressional inquiry was received on June 06, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Waldron Post Office, an EAS-18 level office. Window service hours at the Waldron Post Office are from 9:00 to 4:30, Monday through Friday, and 10:00 to 12:00 on Saturday. There are 758 post office boxes available.

The proposal to close the Boles Post Office was posted with an invitation for comment at the Boles Post Office and Waldron Post Office from June 22, 2011 to August 23, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
2. **Concern:** Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response: The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
3. **Concern:** Customers were concerned about a possible address change.

Response: There will be no change in customer addresses.
4. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

5. **Concern:**

Customers were concerned about later delivery of mail.

Response:

Mail delivery times will remain the same.

6. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

7. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

8. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

9. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

10. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

11. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Boles is an unincorporated community located in SCOTT County. The community is administered politically by Scott County. Police protection is provided by the Scott County Sherrifs Dept. Fire protection is provided by the Boles Volunteer Fire Dept. The community is comprised of retirees, farmers, commuters, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Y City VFD Boles VFD Boles Free Will Baptist Church Chant Pentecostal Church of God Boles Southern Baptist Church , E Z Mart Fred's Country Cookin' Jim's Tree Service Gran's Mountain Wellness Renaissance Network Able Too Enterprises Roger's Trailer Sales FNG Farms B & B Roofing Red Barn at Y City A.J. Wing & Assoc. Larry's Taxidermy T&L Recovery Y City Mountain Inn and Campground Parks Masonry The Inn & The Cottage at Midway HARKO Woodworks Herr Aviation HiQK9 Training Ctr. Full Moon Adv. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Boles Post Office will be available at the Waldron Post Office. Government forms normally provided by the Post Office will also be available at the Waldron Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 01, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 48,899 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 4,620</u>
Total Annual Costs	\$ 48,899
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 48,899</u>

V. OTHER FACTORS

The above does not reflect the initial cost of the installation and purchase of 4 CBU's (\$7568), or the transportation figure of \$5032 for the increase cost of the HCR route.

VI. SUMMARY

This is the final determination to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster retired on May 01, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Boles Post Office provided delivery and retail service to 52 PO Box or general delivery customers and 233 delivery route customers. The daily retail window transactions averaged eight. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$48,899 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Boles Post Office and Waldron Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Boles Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Boles Post Office and Waldron Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

09/26/2011

Date